

## Strengthening Security and Emergency Protocols

# Valmet Transforms Global Operations with iLobby's Cutting-Edge Visitor & Emergency Management Platform



Shrewsbury, Massachusetts, USA

## The Landscape

Valmet, a global leader in process technologies, automation, and services for the pulp, paper, and energy industries, operates over 40 locations in North America alone. With a diverse range of facilities, including manufacturing sites and service centers, Valmet faced the significant challenge of standardizing safety and operational efficiency across its extensive operations.



We were looking at solutions that could meet OSHA requirements for visitor and contractor safety, and that's where iLobby helped us, especially with ISO compliance.

— **Nick Lising,**  
Sr. Manager, Health, Safety and Environment, North America, Valmet

## The Challenge

Valmet struggled with managing high visitor volumes and ensuring consistent emergency response systems across its multiple sites. Their reliance on an outdated manual pen-and-paper system for both visitor management and emergency response was inefficient and posed serious security and compliance risks.

The lack of a standardized system across Valmet's sites led to inconsistent and often rudimentary emergency management procedures. Some locations relied on basic methods, such as fire alarms or even manual shouting, to alert personnel during emergencies. These outdated processes were prone to delays and errors, further complicating the company's ability to manage emergencies efficiently and maintain regulatory compliance.

Recognizing these challenges, Valmet understood the pressing need for a more reliable, automated solution that could enhance safety, streamline processes, and integrate seamlessly with its existing technological infrastructure.

## The Journey

Recognizing the need for a comprehensive solution to address their visitor management and emergency response challenges, Valmet embarked on a meticulous selection process. Led by IT Manager Bruno Gallo, Valmet sought a system that could seamlessly integrate with their existing workflows while significantly improving efficiency and compliance across their numerous North American facilities.

Gallo led a thorough selection process in collaboration with key stakeholders from the IT, HSE, and Facilities Departments. The committee evaluated five different suppliers on their emergency management capabilities, integrations, and security features to ensure the chosen solution would meet Valmet's complex needs.

After narrowing down to two top contenders, Valmet conducted a proof of concept to verify that the system could meet their specific requirements. The entire process, from initial research to final selection, took approximately four months.

Ultimately, iLobby emerged as the preferred



solution due to its comprehensive feature set, competitive pricing, and robust emergency management capabilities. The decision to implement iLobby's solutions was not just about addressing immediate needs, but also about future-proofing Valmet's operations, aligning with their long-term strategic goals.

## Valmet set out to find a solution to help them address three main challenges:



**Outdated visitor management practices**



**Lack of emergency preparedness and response procedures**



**Inconsistent practices across the company**

## The Solution

Rolling out VisitorOS and EmergencyOS, modules from the FacilityOS platform, at Valmet's North American sites marked a significant improvement over their existing manual processes. The implementation was carefully orchestrated to ensure a smooth transition, minimizing disruption to daily operations while maximizing the adoption of the new systems.

## Modernizing Visitor Management

To address the outdated visitor management processes, Valmet deployed VisitorOS across their facilities. The system transformed visitor registration and intake, replacing the old pen-and-paper method with sleek, efficient kiosks.

These kiosks streamlined the entire visitor experience, from check-in to badge printing and contractor training. The new system also introduced a pre-registration feature, allowing employees to register their visitors in advance. This both reduced wait times and enhanced security by providing a clear record of expected visitors.

For contractors, the system integrated safety orientations directly into the check-in process. This ensured that all contractors received and acknowledged necessary safety information before entering the facility, significantly improving compliance and reducing the administrative burden on Valmet's staff. The impact was substantial, reducing the time it took to train contractors by more than 90%. What used to take up to an hour per contractor was drastically reduced to just 5 minutes.



It's cut down our contractor training time significantly. It used to take me anywhere from 30 minutes to an hour, now it takes 5 minutes!

— **Jonathan Williams,**  
Manager, Health, Safety and Environmental,  
North America Flow Control, Valmet



## Revamping Emergency Response

To combat the dated nature of Valmet's emergency response procedures, the company implemented EmergencyOS. This system provided a unified platform for managing and communicating during emergencies across all of Valmet's North American sites.

EmergencyOS allowed Valmet to enrich and move beyond rudimentary alert systems like fire alarms or manual notifications. Now, in the event of an emergency, designated staff could quickly send detailed alerts to all impacted employees and visitors via multiple channels, including text messages and emails. This ensured that critical information reached everyone in real-time, regardless of their location within the facility. It also meant that they were able to communicate with off-site employees regarding emergency situations.

The system also facilitated more efficient

evacuation processes and headcounts. With real-time access to visitor logs and employee check-ins, Valmet could now account for everyone on-site during an emergency much more quickly and accurately than before.

## Standardizing Practices Across the Company

The FacilityOS platform addressed the inconsistency in practices across Valmet's various locations by providing a standardized, yet flexible, system that could be implemented company wide. Both VisitorOS and EmergencyOS were designed to be easily configurable to meet the specific needs of each site while maintaining a consistent core functionality.

This standardization extended to reporting and analytics as well. With all sites now using the same system, Valmet's management could easily access and compare data across locations, providing valuable insights into

visitor trends, contractor compliance, and emergency response effectiveness.

The implementation of the FacilityOS platform wasn't just about installing new technology; it represented a fundamental shift in how Valmet approached visitor management and

“...

The alert notification is fantastic. I mean, since I'm connected to all the facilities, if any of them have an incident or something, I got a notification. Then I was able to immediately know from the health and safety side, 'Oh, something just happened at one of my facilities.'

— **Nick Lising**,  
Sr. Manager, Health, Safety and  
Environment, North America, Valmet



emergency preparedness. By addressing each of their key pain points with targeted, innovative solutions, Valmet has created a safer, more efficient, and more compliant operating environment across all of their North American facilities.

## The Benefits

With the FacilityOS platform in place, Valmet not only achieved its goals but also exceeded its expectations. They have addressed their critical operational challenges while laying a solid foundation for future growth and adaptability in managing facility security and emergencies.

### Key benefits include:

- **Improved Visitor Management:** The pre-registration process and robust visitor management system have effectively streamlined visitor flow, ensuring security without sacrificing efficiency.
- **Streamlined Emergency Communications:** EmergencyOS has enhanced Valmet's preparedness and response times during emergencies, significantly improving communication across all facilities.
- **Enhanced Contractor Safety Compliance:** The integration of safety orientations into the check-in process has significantly reduced the time and effort required to ensure contractor compliance.
- **Standardization Across Locations:** iLobby has helped Valmet achieve a consistent visitor management process across their North American sites.
- **Easier Auditing and Compliance:** The digital system has simplified the process of retrieving visitor and contractor information for audits, helping Valmet meet regulatory requirements more effectively.
- **Operational Insights:** The data and insights provided by the FacilityOS platform have empowered Valmet to make informed decisions, boosting overall operational efficiency and safety.

The FacilityOS platform has transformed Valmet's visitor management and emergency response processes across North America. The company has significantly enhanced safety, compliance, and operational efficiency, addressing its key challenges head-on. The standardized system has improved decision-making and reduced administrative burden, setting a new benchmark for excellence that Valmet aims to expand globally.



It's helped us phenomenally. Not only has it improved visitor tracking and access, but has helped us close gaps in contractor safety as well.

— **Nick Lising,**  
Sr. Manager, Health, Safety and  
Environment, North America, Valmet

## Conclusion

Valmet's implementation of VisitorOS and EmergencyOS is a testament to the power of embracing technological advances in the face of evolving challenges. They successfully turned operational inefficiencies into opportunities for growth and improvement while creating a safe and secure environment across their North American facilities.

The success of this implementation has addressed immediate challenges and has also positioned Valmet to easily scale and adapt their visitor management and emergency response capabilities as they continue to grow. The positive impact has been so significant that Valmet is now considering

expanding the implementation to their European locations, potentially setting a new global standard for visitor management and emergency response across the entire organization.

## Feeling Left Out? Discover the iLobby Difference



- ✓ Streamline visitor management across multiple facilities
- ✓ Implement consistent emergency response procedures company-wide
- ✓ Enhance contractor safety compliance and reduce administrative burden
- ✓ Gain real-time insights into visitor trends and facility usage

[Learn more](#)